THE CLAIMS

1-8. (cancelled).

9. (original) A method for use in a system for delivering a plurality of instructions over a communications network, comprising:

storing the instructions in a record, and an indicator;

delivering the instructions in the record in a selected order over the communications network in at least first and second sessions;

halting a delivery of the instructions at the end of the first session;

adjusting the indicator to indicate the instruction last delivered in the first session;

monitoring for a request; and

in response to the request, initiating the second session in which at least one instruction following the last delivered instruction is delivered, the at least one instruction being retrieved based on the indicator.

10. (original) The method of claim 9 wherein the indicator includes a pointer.

11. (original) The method of claim 9 wherein the instructions include directions.

12. (original) The method of claim 9 wherein the request includes a signal detectable by the system.

13. (original) The method of claim 12 wherein the signal includes a DTMF signal.

14. (original) The method of claim 12 wherein the signal is initiated by pressing one or more keys on a device for receiving the plurality of instructions.

15. (original) The method of claim 14 wherein the device includes a telephonic device.

16. (original) The method of claim 9 wherein the communications network includes a telephone network.

17. (original) A method for use in an information assistance system, the method comprising:

receiving a call from a user, the call including information concerning a location of the user and a desired destination;

providing directions based on the received information, in at least first and second installments, to a user device;

adjusting an indicator to indicate the last direction provided in the first installment; and

monitoring for a triggering event initiated by the user device to start providing at least one direction in the second installment, the at least one direction being selected based on the indicator.

18. (original) The method of claim 17 wherein the first installment of directions is provided by a first information assistance provider and the second installment of directions is provided by a second information assistance provider.

19. (original) The method of claim 18 wherein at least one of the first and second information assistance providers includes an operator.

20. (original) The method of claim 17 wherein the call is on hold between provisions of the first and second installments of directions.

21. (original) The method of claim 17 wherein the indicator includes a pointer.

22. (original) The method of claim 17 wherein the directions are provided via voice media.

23. (original) The method of claim 17 wherein the triggering event includes a signal detectable by the system.

24. (original) The method of claim 23 wherein the signal includes a DTMF signal.

25. (original) The method of claim 23 wherein the signal is initiated by pressing one or more keys on the user device.

26. (original) The method of claim 25 wherein the user device includes a telephonic device.

27. (original) An information assistance system, comprising:

an interface for receiving a call from a user, the call including information concerning a location of the user and a desired destination;

an output device for providing directions based on the received information, in at least first and second installments, to a user device, an indicator being adjusted to indicate the last direction provided in the first installment; and

a processor for monitoring for a triggering event initiated by the user device to start providing at least one direction in the second installment, the at least one direction being selected based on the indicator.

28. (original) The system of claim 27 wherein the first installment of directions is provided by a first information assistance provider and the second installment of directions is provided by a second information assistance provider.

29. (original) The system of claim 28 wherein at least one of the first and second information assistance providers includes an operator.

30. (original) The system of claim 27 wherein the call is on hold between provisions of the first and second installments of directions.

31. (original) The system of claim 27 wherein the indicator includes a pointer.

32. (original) The system of claim 27 wherein the directions are provided via voice media.

33. (original) The system of claim 27 wherein the triggering event includes a signal detectable by the processor.

34. (original) The system of claim 33 wherein the signal includes a DTMF signal.

35. (original) The system of claim 33 wherein the signal is initiated by pressing one or more keys on the user device.

36. (original) The system of claim 35 wherein the user device includes a telephonic device.